

# The CP Connection

The Community Partner Newsletter

Issue 18

February Issue 2017



“If there is no struggle,  
there is no progress.”

~Frederick Douglass

## Hello from the MHLA Program Director

Hello, Community Partners!

I hope everyone has been staying safe and dry during these last few weeks of heavy rain. I have really been enjoying the very green, lush look of Los Angeles lately and even got to take advantage of the rain-turned-snow on a couple trips to Mammoth Mountain. I hope you're enjoying it as well.

This month we had a lot of program activity that we look forward to sharing with you in this edition.

Perhaps our biggest update is that we launched Pharmacy Phase II with a new cohort of clinics. This has been in the planning stages for awhile, and we are excited to bring on ten more MHLA agencies into our retail pharmacy network. So far, all seems to be going very smoothly with the new set of clinics and we hope to bring on more clinics soon. More information is in this newsletter; let me if you would like to learn more/join our next cohort.

We are also watching, as everyone is, the future of healthcare for our country. Every day seems to bring a new proposal for the Affordable Care Act in

Congress, but we stay committed to messaging to our participants that MHLA is here to stay.

In February, we also finalized some important work with our DHS hospitals to create a more uniform process for MHLA clinics to request and access medical records for their patients. In this newsletter, we discuss the updated process clinics should use to request medical records from DHS hospitals. A fact sheet with this information is also now available on the MHLA website.

This month, we held the first of our 2017 One-e-App and MHLA Eligibility trainings. We had a good turn out, and we hope that new enrollers attend the upcoming trainings in May and September. They are excellent for new staff, and for any current staff that could use a refresher course.

Stay dry, Los Angeles!

-Amy Luftig Viste

### Inside this issue:

- ◆ One-e-App and Eligibility Trainings for 2017! See page 2.
- ◆ Accessing Medical Records at DHS! See page 2.
- ◆ Pharmacy Phase II-B has started! See page 2.



## Save the Date! More One-e-App and Eligibility Trainings in 2017

This month, we held our first OEA and MHLA Eligibility trainings of the new year! Thank you to everyone who joined us.

Please mark your calendars for the next MHLA Eligibility and One-e-App Trainings for new enrollers.

The **next MHLA Comprehensive Eligibility Trainings** will be held from 9:00 AM to 4:00 PM at M.L.K. Hudson Auditorium, 12021 South Wilmington Avenue, L.A. 90059 on:

- ♦ May 25
- ♦ September 21

To register for the Comprehensive Eligibility Training, contact Jennifer Bautista at (626) 299-5520.

The **next One-e-App Hands-On Trainings** will be held in two sessions: 9:00 AM to 12:00 PM & 1:00 to 4:00 PM (only select one-the morning and afternoon sessions are identical) at 1000 S. Fremont Ave., Building A9 East, Conference Room G03 (located in the basement) on:

- ♦ May 26
- ♦ September 22

A detailed training flyer has been sent out to all CPs with a registration form and campus map. Thanks!

## Accessing MHLA Patient Medical Records At DHS Hospitals

The MHLA Program Office has been working with DHS facilities to streamline the process for all CPs to request and obtain medical records following a participant's visit to a DHS hospital (LAC+USC, Harbor/UCLA & Olive View Medical Center).

We have standardized the process for all three facilities. CPs are no longer required to obtain an authorization of release from the patient. Instead, CPs will

need to submit a fax coversheet on your agency's letterhead with the words, "**MHLA Community Partner**" boldly printed at the top. And as is standard, you will need to include: patient's name, date of birth, specialty/type of service, date of visit, hospital medical record number (if available), and CP name, phone number and a contact person.

The fax numbers for each DHS medical records unit and a summary of how to request medical records is in the new MHLA fact sheet titled, "**Community Partners' Request for Medical Records at DHS Hospitals.**" You can find this fact sheet on the MHLA website, or email your Program Advocate.

## Pharmacy 2B Has Started!

On February 1, 2017, MHLA started the next phase of our new retail pharmacy network with the addition of 10 new agencies. Thank you to these CPs for helping us expand the network:

- ♦ Altamed Health Services
- ♦ Arroyo Vista Health Center
- ♦ Asian Pacific Health Care Venture
- ♦ Bartz-Altadonna Community Health Center
- ♦ Korean Health Education Information & Research
- ♦ Los Angeles Christian Health Centers
- ♦ Samuel Dixon Family Health Center
- ♦ The Achievable Foundation
- ♦ Venice Family Clinic
- ♦ VIA Care (formerly Bienvenidos)

Remember, in Pharmacy Phase II, MHLA participants have additional options to get their medicine, such as at nearby retail pharmacies and DHS Central Pharmacy, where we will mail the participant's medicine directly to their home or clinic at no cost. CPs are reimbursed for the drugs dispensed out of your on-site dispensary; or if your patients use an on-site or retail pharmacy, Ventegra will pay the pharmacy directly. Please contact Amy Luftig Viste ([aviste@dhs.lacounty.gov](mailto:aviste@dhs.lacounty.gov)) if your agency is interested in joining the next cohort. Thanks!

### *The CP Connection*

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